IS Business Automation Consultant/Administrator
Child Welfare Product Manager (Position 324993)

Position Summary:

Under the general direction of the DSP Deputy Administrator, this position will create, maintain, and edit the product roadmaps and strategy for the child welfare application portfolio. At a high level, this position will be responsible for defining the priority of initiatives by ranking them against other initiatives and in alignment with division strategic goals in order to maximize the impact of a portfolio of applications. Through research, this position also identifies areas for improvement, or opportunities to take advantage of, and incorporates these initiatives into the roadmap.

The DSP Child Welfare Applications Product Manager identifies potential improvements; conducts research; generates product requirements; determines specifications, and project timetables in the pursuit of maximizing the impact of a portfolio of applications. The product manager is the person responsible for defining the why, when, and what of software development team activity. This position is also responsible for working with the division and all levels of stakeholders to define the requirements for each feature and the desired user experience. This position will create and oversee project management processes between the division and IT to facilitate getting all involved the information they need to deliver optimized applications to child welfare programs within project timetables. The product manager, through applying project management methodologies, will be responsible for bridging gaps between different functions within the department and aligning program workers, information technology, finance, and external vendors.

This position is also responsible for working with the Bureau of Information Technology Services (BITS) to define the release process and coordinate all of the activities required to bring changes into production. Responsibilities also include managing dependencies in and across releases to complete functionality phases and milestones, working with BITS on managing the backlog for each system, and communication within and outside of the Department on changes related to the child welfare application portfolio. The project manager will leverage subject matter experts in the pursuit of improved program impact and optimized IT planning practices.

The following DCF applications are currently included in the child welfare application portfolio:

- CAPS – Case Assignment for Protective Services
- eWiSACWIS – Electronic Wisconsin Statewide Automated Child Welfare Information System
- eWReports – Electronic Wisconsin Child Welfare Reporting System
- GPRS – Geographic Placement Resource System
- KCTS – Kinship Care Tracking System
- TF-CBT – Trauma Focused Cognitive Behavior Therapy
- WANDA – Wisconsin Application for Non-profit Domestic Abuse Agencies

30% A. Create, maintain, and edit the product roadmaps and strategy for the child welfare application portfolio

   A1. Work with leaders in DSP and BITS to set the strategy, roadmap, and feature definition for applications in the child welfare application portfolio.
   A2. Understand DCF's mission, values, operations, and goals, and consider them in the development of strategy for the child welfare application portfolio.
   A3. Scope and prioritize activities based on program and client impact.
   A4. Translate product strategy into detailed requirements and prototypes.
   A5. Determine the costs of implementation and business value of all potential roadmap items.
   A6. For items in the roadmap, provide cost benefit analyses to aid in prioritization.
   A7. Work with DSP and BITS to prioritize roadmap items into a plan that is actionable.

A8.   Coordinate with DSP and DMS to create the advance planning document (APD) that is to be submitted to the federal government annually, as well as any as needed.

A9.   Manage dependencies in and across releases to complete functionality phases and milestones.

25%   B.   Management of processes that operationalize implementation of strategic efforts and initiatives identified in the roadmap

B1.   Function as the process champion for DSP, making sure staff are familiar with and adhering to processes that have been defined. Work with DSP and BITS to develop a consistent process for project/feature ideation.

B3.   Work with stakeholders and SMEs to develop project charters to establish scope and identify success criteria for new projects/features.

B4.   Establish a release process with DSP and BITS buy-in that meets the flexibility needs of DSP, while also streamlining the overhead created within BITS of frequent releases.

B5.   Proactively identify overlapping or dependent processes.

B6.   Establish a backlog grooming process for applications in the child welfare application portfolio.

B7.   Work with BITS as the lead in the application portfolio SLA planning process for the division.

25%   C.   Participate in projects and processes that add features, enhancements, and fixes to applications in the child welfare portfolio.

C1.   Evaluate potential features, enhancements, and fixes to determine their business value.

C2.   Drive product releases including working with program teams, end users, BITS, and external vendors.

C2.   Represent DSP by soliciting feedback from state and county child welfare workers on systems and services.

C3.   Manage the daily rhythm of discussions that clarify and resolve requirements during design, development, testing, and release.

C4.   Work closely with development teams to optimize the value delivered to DSP and end users for each development effort.

C5.   Conduct and participate in the analysis of business processes and functional requirements.

C6.   Identify, communicate, and coordinate with all identified stakeholders for a project Review and validate QA test plans.

C7.   Manage the backlog for the child welfare application portfolio.

15%   D.   Through research, identify areas for improvement, or opportunities to take advantage of, and incorporate these initiatives into the roadmap while assisting in communication of the product vision.

D1.   Work with DSP subject matter experts to analyze system impacts resulting from changes in legislation, policies and/or procedures, and business process.

D2.   Gain a deep understanding of customer experience, identify and fill knowledge gaps and generate new ideas that improve customer experience and drive superior outcomes.

D3.   Provide information for management including preparing special reports and analyses, answering questions and fulfilling requests to facilitate strategic decision making on the child welfare application portfolio.

D4.   Create buy-in for the product vision both internally and with key external partners.

D5.   Act as a system evangelist to build awareness and understanding of the product vision.

5%   E.   Personal Development

       E1.   Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of DSP and the BITS.

       E2.   Participate in agency State task groups and professional organizations to maintain currency in the field, contribute to organizational initiatives, and network with other IT professionals.

       E3.   Perform research to improve knowledge of product and portfolio management.

       E4.   Attend conferences, seminars, and workshops to increase knowledge in trends and issues, product and portfolio management, and other applicable skills.

Knowledge, Skills, and Abilities:

1. Extensive experience in product management and project management
2. Experience in developing product strategies and effectively communicating recommendations to executive management
3. Experience in taking ownership and successfully delivering results in a fast-paced, dynamic environment
4. Knowledge of federal and state laws, regulations, standards and policies in human services, including child protective services and family violence services
5. Broad knowledge of IT concepts, principles, practices and techniques
6. Experience in priority setting across multiple, large, highly complex mainframe IT projects
7. Proficiency and experience in change management best practices and frameworks
8. Extensive knowledge of the theories and practices of successful program and policy development and implementation, and planning techniques such as strategic planning for public human services
9. Considerable knowledge of the state budget, legislative and administrative rule processes
10. Considerable knowledge of the operation of county government and community based organizations
11. Strong problem solving skills and willingness to provide leadership in issue resolution activities
12. Knowledge of all aspects of a successful product throughout its lifecycle
13. Knowledge of process creation
14. Skilled at articulating complex concepts to a team
15. Excellent communication (written & oral) skills
16. Skilled at working effectively with cross functional teams